ARMY MEDICINE
Serving To Heal...Honored To Serve

Account Creation

DMHRSi Roles / Responsibilities

Defense Medical Human Resource System internet, DMHRSi

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UNCLASSIFIED

PURPOSE

This presentation is designed to instruct participants on the process to requesting access to DMHRSi for employees.

OUTLINE

OBJECTIVE: At the end of this session, participants will be able to submit requests for DMHRSi roles and responsibilities using the correct format.

1. DMHRSi Login Issues
2. Request for Employees Self-Service Role
3. Request for LCA Roles
4. Request for HR Roles
5. Stuck / Locked Timecards
6. All Other Timecard Related Issues

DMHRSi LOGIN ISSUES

There are three reasons why users are unable to login to DMHRSi using their CAC Cards:

1. The user's privileges has been end-dated
2. The User's CAC Card EDPIN # is not registered in the system
3. The User's computer browser cookies and history has not been cleared

USER'S PRIVILEGES END-DATED

The MTF MEPRS POC must contact:

1. The TMA Help Desk
2. The AMPO staff, sending an email to Elizabeth Arzola with courtesy copy to the AMPO Analyst, in order to get the accounts reinstated.

Please note that the request should be routed to one of the options above, not to both, because AMPO will not touch those requests where the TMA Help Desk is on the addressees.

REGISTERING CAC EDPIN NUMBER

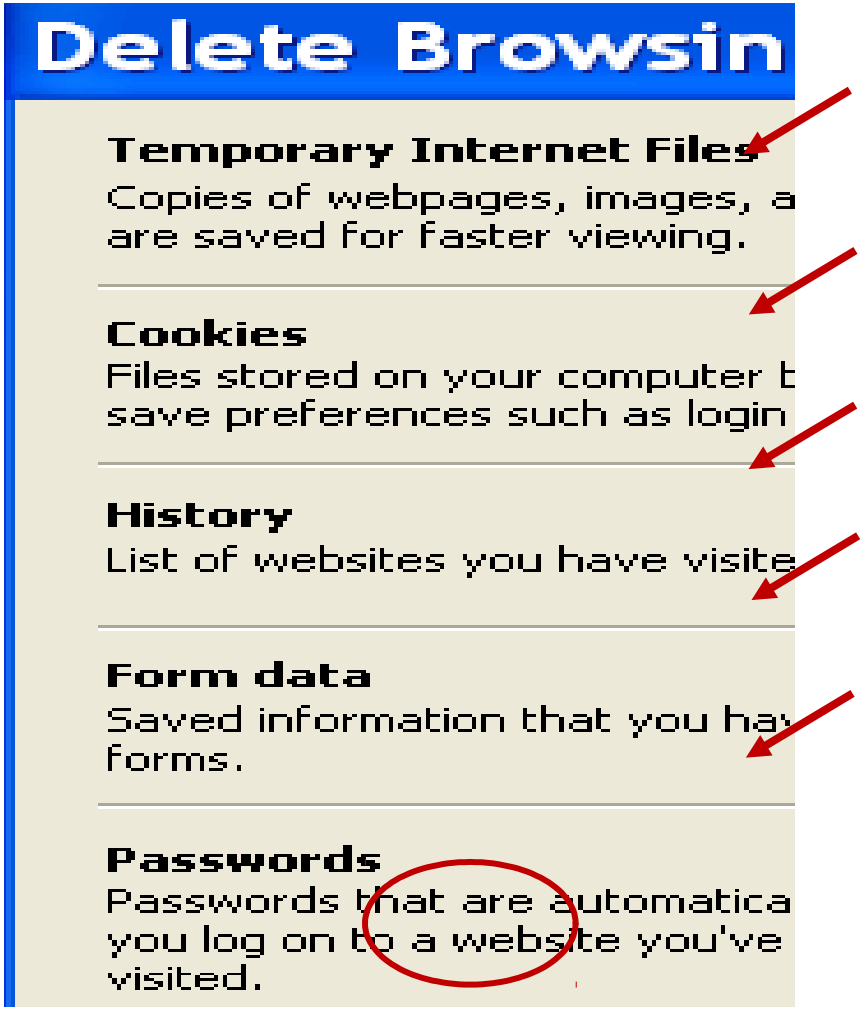
Every CAC Card issued has a unique number called DoD EDI Person Identifier (EDPIN) and this number must be registered in DMHRSi to allow login:

1. When users are new to the Government
2. When Timecards have been renewed or changed

The number can be retrieved by accessing the ActivClient Agent application located in the bottom

CLEANING BROWSER HISTORY

1. Users will Click on the Start Menu
2. Select Control Panel
3. Click on the “Internet Options” icon
4. Select the second option in the “General” Tab is “Browsing History”
5. Click on delete and when the “Delete Browsing History” window pop-up delete files, cookies, forms, and passwords or click on “Delete all” in the bottom of the screen and click on “OK” in the “Internet Options” window to exit the application



REQUEST FOR EMPLOYEE SELF-SERVICE

Requests for Employee Self-Service will be submitted directly to dmhrsiaccounts@tma.osd.mil by the Site Application Administrator (SAA)

- Requests must be submitted on the Account Request Template form dated 6/30/2010
- DO NOT ADD ANYTHING TO THE FORM; ONLY SUBMIT THE INFORMATION REQUESTED
- Changing the form or adding information that is not requested will delay the request

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REQUEST FOR LCA ROLES

Requests for:

- **Army Timekeeper Manager,**
- **DMHRSi Timekeeper Manager,**
- **Army LCA Manager,**
- **Army LCA Specialist (All Sites)**
- **Army LCA Timekeeper Specialist (All Sites)**
- **DMHRSi LCA Exceptions Manager**

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Request will be submitted via email to Elizabeth Arzola, Catherine Soto, MEPRS Army Func Spt, and the site's AMPO Analyst

- Requests "MUST" be approved by MEPRS at the site before they are submitted and require Army MEPRS Program Office (AMPO) approval
- AMPO will approve and complete the request within three working days
- Request will be submitted using the AMPO DMHRSi Account Request form
- Request of those roles submitted directly to the dmhrsiaccounts@tma.osd.mil will be returned without action because they require AMPO approval

REQUEST FOR HR ROLES

Requests for HR Roles will be submitted directly to the Region HR POC, courtesy copy to Joan Richwine.

- Requests must be submitted on their Account Request form
- DO NOT ADD ANYTHING TO THE FORM; ONLY SUBMIT THE INFORMATION REQUESTED
- Changing the form or adding information that is not requested will delay the request

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STUCK / LOCKED TIMECARDS

Timecards showing as locked should be submitted to AMPO immediately.

- Request must be submitted via email to Elizabeth Arzola, Catherine Soto, MEPRS Army Func Spt and the site's AMPO Analyst

DO NOT submit a timecard as stuck in a submitted status unless it has been in a submitted status for five working days; you have verified that it is not in the Timecard Approver's worklist.

ALL OTHER TIMECARD RELATED ISSUES

Site staff experiencing problems with timecard entry:

- Site staff should first contact their Timekeeper Specialist/Timecard Approver.
- If they are unable to resolve, Timekeeper Specialists/Timecard Approvers should contact local MEPRS office*.
- Issues related to DMHRSi timecards, that site MEPRS staff cannot resolve, should be forwarded to Elizabeth Arzola, Catherine Soto, MEPRS Army Func Spt, and the site's AMPO Analyst.
- AMPO will assist with these and forward directly to Tier III if unable to resolve**.
- Questions on man-hour coding should be forwarded to the sites' AMPO Analyst and MEPRS Army Func Spt

QUESTIONS

The Army's Home for Health...

Saving Lives and Fostering Healthy and Resilient People

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